

## APPENDIX C - SURVEY QUESTIONS

### SAFETY INFORMATION EXCHANGE NEEDS ASSESSMENT FOR THE NOGALES PORT-OF-ENTRY

#### Survey/Interview Themes

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**The *primary purpose* of these interviews is to obtain the perspective of the stakeholders on how operations and safety (including security) might be improved at the Nogales POE via Commercial Vehicle Information Systems and Networks (CVISN) and Intelligent Transportation Systems (ITS) related technologies.**

**Understand their familiarity with CVISN-ITS/ (Commercial vehicle Operations (CVO) initiatives and educate about these initiatives as appropriate.**

1. What is your understanding of CVISN, ITS, CVO and what questions can we answer to provide clarification?
2. What has been your experience with CVISN, ITS, CVO, and other types of systems (discuss as necessary)?
3. What have you learned from these efforts that would benefit Nogales effort in relationship to CVISN/ITS/CVO principles?

**Understand the stakeholders operation/business focus and the connection with Nogales POE, or similar border crossing POE operations**

1. Describe your operation or business focus?
2. How is your operation/business affected by the Nogales or a similar border crossing Port of Entry?
3. Within your office/organization, what planned operational improvements will affect the Nogales Port of Entry, or border crossing Ports of Entry in general?
4. How does your office deal with data collection, data storage, and data dissemination?

**Historical observations of changes at Nogales POE and any impact to Stakeholder operations.**

1. How has the Nogales border crossing POE operations changed over the past 5 – 10 years (administrative, procedural, demographic statistics, technology)?
2. How have these changes impacted your operation/business?
3. What are the current shortcomings at Nogales POE?

**What are the key areas of concern as it revolves around operations at the Nogales POE?**

1. From your perspective, what should be the major area of focus at the Nogales POE, as it relates to improvements at the port via technology (CVISN, ITS, Safety, Operations, Security, etc.)?
2. Explain.

**A. Changes/Enhancements for Nogales Port of Entry**

1. What kind of changes or enhancements do you believe are necessary or desired to improve the operations at Nogales POE?
2. How do you think the port would benefit from these changes?
3. How can Intelligent Transportation Systems (ITS) play a role in those changes?
4. What are the trade-offs of these improvements?
5. How important are the trade-offs to your organization?

**Given the understanding of what we are trying to accomplish with this survey, what additional concerns/suggestions/recommendations would you like to offer?**